



Welcome to Norfolk's Vendor Self Service System

Click here for step-by-step instructions to:

- Create A New Account [Download PDF](#)
- Activate Your Existing Account [Download PDF](#)
- Update Your Existing Account [Download PDF](#)

Registered Users

- Account Maintenance

User Name :

Password :

Login

[Forgot Your Password? Click Here](#)

New Users

Register

- Add my company
- Add my location to existing account
- Create User ID for existing account

Click on Register

Logout successful

If you need assistance, the Customer Resource Center can be reached by email at FBS-AccountsPayable@norfolk.gov or by phone at 757-664-4787. The center is open Monday through Friday from 8:30am to 5:00pm.

Registration Requirements

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Already registered? Click [here](#) to login. Otherwise, continue below.

Assemble the following information before continuing:

- Information on each location (first location entered will be considered the Headquarters)
- Tax ID Number
- Legal Business name
- Contact Information (name, address, email, phone and fax)
 - Account Administrator (person responsible for your account)
 - Ordering
 - Payment
- Descriptions of your products and services (for example, commodity codes)

The vendor Registration process is designed to gather information that will be used in doing business with your organization. It is essential that the information about your organization is accurate and complete. The registration process should take between 10-20 minutes to complete. Your information will not be saved until the registration is complete. Please be advised that your session will be timed out after 15 minutes of inactivity, and your information will not be saved.

If at any time you have problems registering, please contact the Customer Resource Center at 757-664-4787.

[Continue](#)

**After reading the
Registration Requirements
click on “Continue” to
proceed with creating your
account.**

AMS ADVANTAGE

Search for your company location

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Please enter all or part of your company name and click 'Search' to see if your location is already registered.

Company Name :

Legal Name	Location Name	Alias/DBA	HQ Account	Activated
<input type="button" value="First"/>	<input type="button" value="Prev"/>	<input type="button" value="Next"/>	<input type="button" value="Last"/>	

To determine if your company location already exists, type all or part of your company name and select "Search".

AMS ADVANTAGE

Search for your company location

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Please enter all or part of your company name and click 'Search' to see if your location is already registered.

Company Name :

Legal Name	Location Name	Alias/DBA	HQ Account	Activated	
✓ Norfolk 2			Yes	Yes	Activate Account Add Location
Norfolk 3			Yes	Yes	Activate Account Add Location
Norfolk 4			Yes	Yes	Activate Account Add Location
Norfolk One			Yes	Yes	Activate Account Add Location

Locate and highlight your company name and click on the "Activate Account" link.

Is your company listed ?

Yes, but my Location is not activated

➡ Click *Activate Account* for the account you wish to activate.

Yes, I found my Headquarters but not my Location

➡ Click *Add Location* to create new Location for the existing Headquarters.

Yes, my Account is activated but I don't know the login

➡ Contact your Headquarters for assistance.

No, Register Now

➡

AMS ADVANTAGE

Verification Required

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Enter your Taxpayer Identification Number

Vendor Verification Password :

●●●●●●●●

Submit[Return to Vendor Name Search](#)*Tax ID Numbers must be 9 digits, no dashes*

Headquarters :

Account Administrator

Passwords are set by your Account Administrator. If you don't know the password, see the contact information below.

Principal Contact :

Email :

Phone :



**Enter your Tax ID
and select "Submit".**

Note: The Vendor Verification Password is your Tax ID information on file with the City of Norfolk. If your password does not work properly, contact the City of Norfolk for validation and correction.


Memorandum of Agreement

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You must accept the terms of this Agreement in order to register as a vendor with Vendor Self Service("VSS"). If you choose not to accept these terms you will be returned to the HomePage for Guests. By submitting this electronic vendor registration, you certify and warrant that you are duly authorized, by the Vendor to: (i) register the Vendor; (ii) file, on behalf of the Vendor, all of the information requested in this registration process; and (iii) enter into this Agreement on behalf of the Vendor. By submitting this electronic vendor registration, you hereby agree on behalf of the Vendor and for the benefit of the City that:

1. The Vendor shall use VSS vendor registration update functionality to update the Vendor's registration information whenever necessary to ensure that the registration information remains accurate and complete at all times.
2. The Vendor hereby warrants that the information provided by the Vendor through the VSS registration and VSS registration update functionality shall at all times be accurate, complete and current. The Vendor further warrants that the City shall be entitled at all times to rely conclusively on the currency, accuracy and completeness of the information the Vendor has provided through the VSS registration and VSS registration update functionality even if different information is or has been available to or received by the City through means other than the VSS registration and registration update functionality.

This Agreement shall remain in effect for as long as the Vendor is registered as a VSS vendor. All rights are reserved to cancel the Vendor's registration at any time. In the event the Vendor's registration is cancelled, the Vendor shall remain bound to this Agreement in regard to completion of any contract, purchase order or other electronic procurement transaction that was made or administered in whole or in part using VSS.

[Accept Terms](#)[Reject Terms](#)

Carefully read the Memorandum of Agreement and click on the "Accept Terms" button.

- ✓ [Step 1: User Information](#)
- [User Information](#)
- [Step 2: Submit Registration](#)

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User Information

Please establish a unique User ID (Login ID) and Password. Passwords and User ID's are case sensitive and should be alphanumeric.

Legal Name :

*User Name (case sensitive):	<input type="text" value="Test Vendor One"/>	*Password:	<input type="password" value="*****"/>
	Case Sensitive		Case Sensitive
*First Name:	<input type="text" value="City of"/>	*Retype Password:	<input type="password" value="*****"/>
*Last Name:	<input type="text" value="Norfolk"/>	*Security Question:	<input type="text" value="What is your mother's maiden name?"/>
*Email:	<input type="text" value="test@norfolk.gov"/>	*Security Answer:	<input type="password" value="*****"/>
*Phone:	<input type="text" value="757-333-3333"/>	*Retype Security Answer:	<input type="password" value="*****"/>
	Format XXX-XXX-XXXX		
Extension:	<input type="text"/>	Fax:	<input type="text" value="757-390-1903"/>
			Format XXX-XXX-XXXX


[Next >](#)[Cancel Registration](#)

Enter your personal information, create a password and security question. Select "Next".

Note: Fields with a Red * are required fields.

Verify & Submit Registration

Click the 'Submit Registration' button to complete your on-line registration. You may review your registration prior to submitting it by clicking on the 'Back' button or navigating through the registration pages on the left menu.

[Submit Registration](#)[← Back](#)[Cancel Registration](#)

If you agree with the information you have entered select "Submit Registration".

Thank You!

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Congratulations, you have now completed the on-line portion of the vendor registration process.

If you created a new account: In order to complete your registration with the City of Norfolk, please fax your completed W-9 Form to 757-664-4064 or send a scanned copy in PDF format to FBS-AccountsPayable@norfolk.gov. Your vendor self service account will not be fully activated until this information is received.

If you activated an existing account: The City of Norfolk has your W-9 form on file.

You will receive a congratulations message that your on-line registration is complete. If you created a new account be sure to submit your W-9 information to the City via fax or email.